



NOTICE OF APPEAL FOR  
ADA PARATRANSIT ELIGIBILITY

I, \_\_\_\_\_, wish to appeal the  
paratransit eligibility decision:

Check one

Eligibility to use the METROLift service was denied -  
Appealing for ADA Paratransit eligibility

Temporary eligibility was granted -  
Appealing for longer ADA Paratransit eligibility

Therefore, I am requesting to file an appeal with the Appeals Hearing  
Officer.

Signature

Date

Name:

METROLift ID #

Address:

City, State, Zip code:

Telephone:

Your appeal must be received within 60 days of notification of eligibility  
determination. See instructions on the opposite side of this form for alternative  
ways to appeal without using this form.

(over)

## Process for Eligibility Appeals

Appeals are conducted by the Appeals Hearing Officer, who is an advocate for people with disabilities. You have the right to file an appeal and may also request for an in person hearing or a telephone hearing. All in person and telephone hearings must be scheduled with the Appeals Coordinator.

To file an appeal you have several options:

- Call METROLift Customer Service at 713-223-0119, Appeals – menu option 3, Monday-Friday 8:00AM-5:00PM
- Complete and return the Notice of Appeal form included in your letter
- Write your own letter notifying METRO of your intent to appeal

These are options; you do not have to file a written appeal. All of these options provide an opportunity to be heard and to be present information and arguments to why you believe your suspension should be changed. If you decide to file an appeal via mail or if you decide to submit additional documentation as part of your appeal, please send items to the following address:

### **METROLift Suspension Appeals**

**P.O. Box 61429**

**Houston, TX 77208-1429**

**Or fax to: Attention Appeals Department at 713-739-4971**

The decision of the Appeals Hearing Officer is final. Patrons have the right to use the service if the Hearing Officer has not made a decision within 30 days of the completion of the appeals process.